





## ADMINISTRATIVE DIRECTIVE

**DATE:** November 17, 2021

**To:** San Mateo County Prehospital EMS System Agencies and Providers  
San Mateo County Receiving Hospitals

**FROM:** Greg Gilbert, MD, FAAEM, FAEMS, EMS Medical Director   
Travis Kusman, MPH, Paramedic, EMS Director 

**SUBJECT:** Central Patient Routing (21-OPS-01)

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In the event that the EMS system experiences significantly elevated medical call volume, protracted hospital ambulance patient offload times, a multi-patient incident, or during a declared disaster, the San Mateo County EMS Agency (“EMS Agency”) may initiate Central Patient Routing to assist in evenly dispersing patients amongst hospitals within the County.

Policy COM 6 – Central Patient Routing has been released and outlines the criteria and procedure to be followed when Central Patient Routing is initiated. Although we don’t anticipate this tool to be used frequently, it may be necessary in times of high system demand to ensure patients are timely transported to an in-county hospital and that ambulance resources are promptly returned to available status within the EMS system.

Central Patient Routing may be initiated by the EMS Agency Duty Officer when certain criteria are met. Public Safety Communications (“PSC”) is the only entity authorized to perform this function. At its discretion, PSC in conjunction with the EMS Agency may request an on-duty supervisor or Clinical Field Specialist from the County’s contracted emergency ambulance provider to serve as a designee. PSC shall direct each 9-1-1 ambulance transport to a different destination until all in-county hospitals have received a patient, at which time patient allocation starts again. Central Patient Routing will not apply to patients requiring specialty care (e.g., STEMI, stroke and trauma) or hospital destinations outside of San Mateo County. Please review COM 6 – Central Patient Routing to familiarize yourself with the policy.

Our goal is to provide excellent, appropriate, and respectful medical care for our patients, while maintaining sufficient 9-1-1 ambulance coverage and hospital capacity for our community. Thank your ongoing commitment and extraordinary efforts in serving the residents and visitors of San Mateo County.

